Petitioner: Jersey County ETSB

Docket Number: 06-0082

9-1-1 Service Provider: SBC

PETITIONER QUESTIONS

1. For the record, please state your name and who you represent.

Nathan Brown, Jersey County ETSB

2. Have you been authorized to represent the petitioner in this proceeding? Is the authority oral or written?

Yes, it is recorded in the Jersey County 911 Minutes.

3. Do you have any documents that you would like to enter into evidence at this time?

Yes

4. Will there be a name for this system?

Jersey County 911

5. Please summarize the planning stages and how this system will operate.

In 1999 Jersey implemented a surcharge of $2.50. Jersey County has used that money to purchase 911 CPE, a recorder, dispatch consoles, road signs, mapping software and services. Jersey County will use test plan procedures to meet all testing planning requirements from Part 725 including, premise testing and phone testing. At all times Dispatchers will identify themselves as Jersey County 911, request location of the emergency and verify address, name, and number. 911 calls will be dispatched to system participants. 911 calls are restricted to dedicated sites within the facility answered on CML Sentinel workstations. Records will be kept on all calls made to the system. The factual records of the calls will be stored in the CML call detail information, and voice logging will keep actual call audio for limits set by law. The PSAP will be operated 24 hours a day. The 911 calls will be placed from the individual residents or business and will flow to the individual central offices and then to the selective router in Belleville, IL and then to the Jersey County PSAP in Jerseyville, IL.

6. What is the location of the primary PSAP?

Jersey County Sheriff's Office, 114 N. Washington St, Jerseyville, IL

1

7. How many positions are at your PSAP?

Two

8. Do you have a back-up PSAP? Where is it located? Do you have a written intergovernmental agreement with your back-up PSAP? How many positions are at your back-up PSAP?

Yes, at the Madison County Sheriff Dept, 405 Randle Rd, Edwardsville, IL, Yes Three

9. Will critical areas of the primary and back-up PSAPs have adequate physical securities to provide against the malicious disruption of service? Please explain.

The PSAP/dispatchers are behind bulletproof glass and all walls are cement or block. The PSAP is located in the center of the building and they do not have access to the public.

10. Will both PSAPs operate 24 hours a day, 7 days a week?

Yes

11. Are both PSAPs capable of receiving ALI and ANI?

Yes

12. If all 9-1-1 lines are busy at the primary does the back-up provide overflow assistance as well?
Yes

13. Will there be a Teletypewriter (TTY) at both the primary and back-up PSAPs? Will there be a portable back-up?

Yes, the 911 system has TTY in the position software. Yes

14. Will TTY calls have access to 9-1-1 lines?

Yes

15. Will you have a PSAP based TTY annunciator/detector?

Yes

16. Will 9-1-1 management provide adequate TTY training to its dispatchers including ongoing training every 6 months?

Yes

17. Will 9-1-1 management provide its dispatchers with at least the min. 40 hour required training and EMD certification prior to handling any 9-1-1 calls? Briefly describe the training program.

Yes. Training is based on state requirements and is contracted through the Southern Illinois Law Enforcement Commission (SILEC)

18. Will 9-1-1 management approve and provide an ongoing training program for its personnel? Briefly describe the training program.

Yes, Partnership with surrounding counties to continue courses of training (SILEC).

19. Will both PSAPs have an emergency power source to serve the basic power requirements of the PSAP for a minimum of four hours?

Yes

20. Are both the PSAPs capable of handling your communications needs in an outage?

Yes

21. Will the 9-1-1 system be inoperable at any time due to maintenance programs or for any other reason?

No

22. Will a logging recorder be utilized at both the primary and back-up PSAPs? Will system management maintain an archive of the tapes for a minimum of 30 days.

Yes, Yes

23. Will the 9-1-1 circuits be arranged for one-way incoming service to the PSAP?

Yes

24. Will all 9-1-1 calls be answered and handled without preference to the location of the caller?

Yes

25. Will automatic dialer type alarms be permitted in this 9-1-1 system?

No

26. Will 9-1-1 lines indicate incoming calls by both audible and visual signals?

Yes

27. Do you have maps showing the proposed system boundaries and areas served by participating and adjacent agencies?

Yes

28. What method will be used for informing participating agencies of a 9-1-1 call?

Combination of Direct Radio Communications, Radio Tone Pagers and Calls to participating dispatch agencies.

29. What is the approximate population within your proposed 9-1-1 system?

21,500

30. How many access lines are in your proposed 9-1-1 system?

11,107

31. How many 9-1-1 trunk lines from the selective router to the PSAP will be utilized in the system?

Four

32. What will be the monthly and non-recurring costs for the proposed system?

$245,880.00 and $343,414.00 installation cost

33. How will the 9-1-1 system be funded? If it is funded by a surcharge, what is the amount of the surcharge and when was the referendum passed?

911 surcharge fees, $2.50

34. Will the surcharge from each community be kept in a separate interest bearing Emergency Telephone System Fund account?

Yes

35. Does the PSAP serve any other purpose than 9-1-1? If so how are those services being funded?

An Intergovernmental Agreement with Jersey County to provide dispatching for the Sheriff's Department and county resources. The county, proportionate to the additional duties pays for these services

36. Will your 9-1-1 system have an ETSB? Please describe the board's function and membership.

Yes, It is made of public safety representatives and citizen at large.

37. Will the PSAP maintain a log of the 9-1-1 system's operations? (example, outages, maintenance, etc.)

Yes

38. Will PSAP management make available to the Commission such records as may be required if a review of the system becomes necessary?

Yes

39. Does the PSAP have written procedures for tracing calls for the proposed 9-1-1 system?

Provided by SBC and incorporated into SOP

40. Will the PSAP management develop standard operating procedures (SOPs) for providing 9-1-1 service in the event that critical functions of the PSAP are partially or totally disabled, including call box procedures?

Yes

41. Will PSAP management provide a copy of all procedures to this agency for 9-1-1 emergency contingency plans, call trace, and call repair prior to going on-line?

Yes

42. What considerations has management made to insure that private residential and business switch services are provided the same level of 9-1-1 that is being provided to other end users of the local 9-1-1 System.

Have had some meetings with PBX customers to bring them into compliance

43. Do you have procedures in place regarding the handling of wireless 9-1-1 calls for your municipality or county?

Yes

5

44. After hours, who are PSAP personnel to contact for equipment maintenance service personnel?

Tire 1 support is Nathan Brown, Tier 2 and beyond is by an 800 number

45. Will PSAP management provide a 10 digit number to all telephone companies involved with the 9-1-1 system for their operator services in case of emergency?

Yes

46. Please describe the Customer Premise Equipment (CPE).

The PSAP equipment is CML RescueStar with 2 positions with GeoComm Mapping.

47. How are your rural areas of the county addressed?

An example of the addressing would be 24850 Joe Knight Rd, Dow, IL

48. Were new signs necessary due to readdressing of the county? If so, will the new signs be erected prior to your 9-1-1 system's on-line date?

Yes the signs are in place now

49. Can the database be queried by dispatchers or any other person? Please explain.

Yes but this feature is password controlled.

50. Have the addressing discrepancies (unaddressed) been resolved in the MSAG process? Has the MSAG date(s) been met?

Yes, Yes

51. Where is the database located?

Intrado 1601 Longmont Dr Colorado.

52. Is the database complete?

No

53. If so, does the database have a 1% or less error ratio? If not, will it have a 1% or less error ratio, as required by 50 ILCS Act 750 Section 15.4 (d) of the Emergency Telephone System Act, at the cut over date?

Yes

54. How often is the database updated?

Every three days Monday through Friday

55. Is the database backed up anywhere?

Yes DMS Management Locations through the state primarily Chicago, and with Intrado

56. Does 9-1-1 management have database error correction and verification procedures in place? Please explain.

We will be provided by and handled by SBC then transitioned to Intrado

57. How long are you planning to test the data base? Please describe the testing process.

Testing will meet the state requirements so no set timeframe has been set. Testing will be done via going door to door and calling from the PSAP to ask that the resident or business call back to test the system. A test plan has been included in this filing.

58. Will PSAP management provide a test plan to staff detailing how the system intends to test the database and the network?

Yes

68. Has a court order been entered authorizing the release of non-published/non-listed telephone numbers? Submit a certified copy of the court order.

A friendly lawsuit was filed and is included in the filing.

69. Briefly describe what media programs you will use to publicize that 9-1-1 will be available in your area?

Jersey county will use print, radio and television

70. When is the 9-1-1 system planned to be on-line?

May 9, 2006